



How to Order Medicare Materials on CustomPoint

(July 13, 2020)

After you have completed the Medicare Advantage and Part D certification, along with the specific Product Training, you are eligible to order applicable Medicare Advantage and Part D supplies on-line through CustomPoint. In addition, you can view and track your orders with a direct link to UPS.

To access the CustomPoint Portal, please visit the following website:

<https://custompoint.rrd.com/xs2/prelogin?CMPID=1064&&qwerty=18072109>


rrd

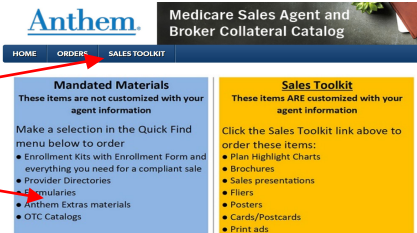
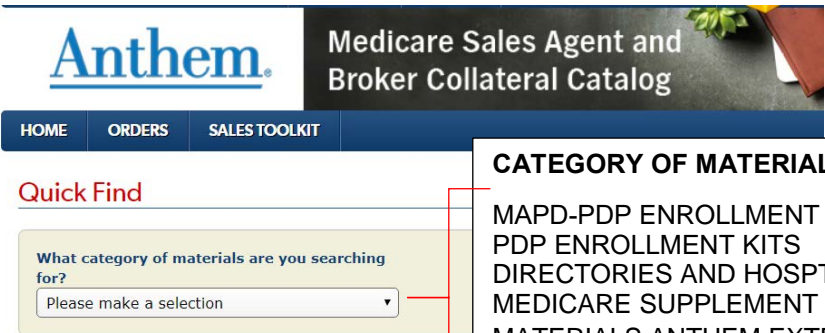
Please Log In

User ID:

Password:

Account:

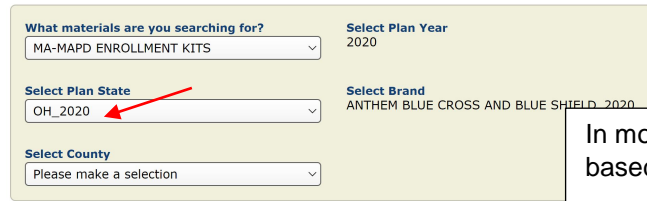
[Forgot Your Password?](#)

Step 1	Login to CustomPoint with your User ID, Password, and Account: wpss
Step 2	<p>There are two paths for ordering materials through the Medicare Sales Agent and Broker Collateral Catalog.</p> <p>a. To order customized sales support materials, select “Sales Toolkit” and follow the prompts.</p> <div></div> <p>Note: This User Guide provides steps for ordering through path b (below). There is a separate User Guide for the Sales Toolkit</p> <p>b. To order plan materials like Enrollment Kits, Directories, Formularies and OTC Catalogs, follow the brief steps through “Quick Find”. The “Quick Find” steps will identify all non-customized materials available for you to order.</p> <div><div>CATEGORY OF MATERIALS – select from drop down arrow</div><ul style="list-style-type: none">MAPD-PDP ENROLLMENT KITSPDP ENROLLMENT KITSDIRECTORIES AND HOSPITAL FLYERSMEDICARE SUPPLEMENT ENROLLMENTMATERIALS ANTHEM EXTRAS SALES MATERIALS2020 PLAN STAR RATINGSMISC-POINT OF SALE MATERIALS</div>

Step 3

Select "State" from the drop down arrow.

Quick Find



What materials are you searching for?
MA-MAPD ENROLLMENT KITS

Select Plan Year
2020

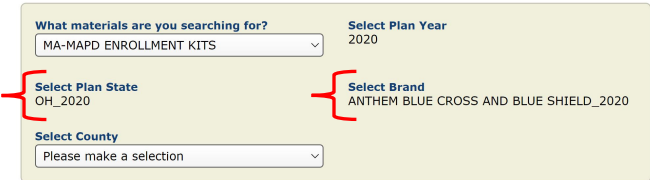
Select Plan State
OH_2020

Select Brand
ANTHEM BLUE CROSS AND BLUE SHIELD_2020

Select County
Please make a selection

In most cases, the State and Brand will pre-populate based on your User ID log in credentials.

Quick Find



What materials are you searching for?
MA-MAPD ENROLLMENT KITS

Select Plan Year
2020

Select Plan State
OH_2020

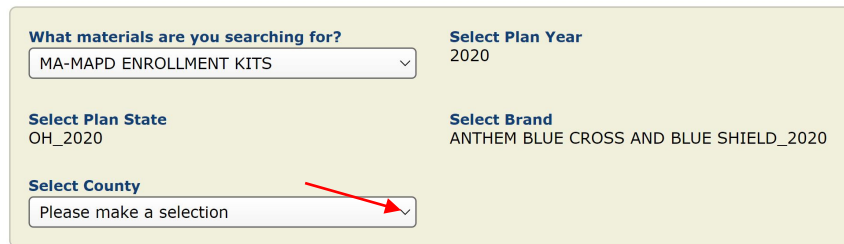
Select Brand
ANTHEM BLUE CROSS AND BLUE SHIELD_2020

Select County
Please make a selection

Step 4

Select "County" from the drop down arrow. The Select County list will always be led with an ALL option that allows you to view all kits within the state.

Quick Find



What materials are you searching for?
MA-MAPD ENROLLMENT KITS

Select Plan Year
2020

Select Plan State
OH_2020

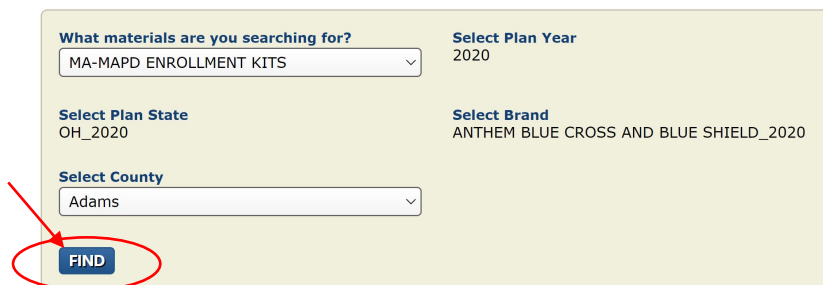
Select Brand
ANTHEM BLUE CROSS AND BLUE SHIELD_2020

Select County
Please make a selection

Step 5

Select "FIND"

Quick Find



What materials are you searching for?
MA-MAPD ENROLLMENT KITS

Select Plan Year
2020

Select Plan State
OH_2020

Select Brand
ANTHEM BLUE CROSS AND BLUE SHIELD_2020

Select County
Adams

FIND

Step 6

The “Quick Find” search function displays all kits available in the selected county.

Refine Search

Language

☐ ENGLISH

☐ SPANISH

Plan Type

☐ HMOSNP_2020

☐ HMO_2020

☐ LPPO_2020

☐ RPPO_2020

RESTART YOUR SEARCH (9 items found)

Order Wizard Search

Selections: ☒ MA-MAPD ENROLLMENT KITS ☒ 2020 ☒ OH_2020

☒ ANTHEM BLUE CROSS AND BLUE SHIELD_2020 ☒ Adams

View: Icons | Table | Text Sort By: Your Item Show: 24 Page: 1

Item Description	Your Item	Order
2020 MAPD Kit Anthem MediBlue Dual Advantage (HMO D-SNP) Max 50 - Service Area: Adams, Allen, Ashland, Ashtabula, Athens, Auglaize, Belmont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Coshocton, Crawford, Cuyahoga, Darke, Defiance, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Gallia, Geauga, Greene, Guernsey, Hamilton, Hancock, Hardin, Harrison, Henry, Highland, Hocking, Holmes, Huron, Jackson, Jefferson, Lake, Lawrence, Licking, Logan, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Meigs, Mercer, Miami, Monroe, Montgomery, Morgan, Morrow, Muskingum, Noble, Ottawa, Paulding, Perry, Pickaway, Pike, Portage, Preble, Putnam, Richland, Ross, Sandusky, Scioto, Seneca, Shelby, Stark, Summit, Trumbull, Tuscarawas, Union, Van Wert, Vinton, Warren, Washington, Wayne, Williams, Wood, Wyandot	200HH3655033DR	
2020 SPANISH MAPD Kit Anthem MediBlue Dual Advantage(HMO D-SNP) Max 50 SPANISH - Service Area: Adams, Allen, Ashland, Ashtabula, Athens, Auglaize, Belmont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Coshocton, Crawford, Cuyahoga, Darke, Defiance, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Gallia, Geauga, Greene, Guernsey, Hamilton, Hancock, Hardin, Harrison, Henry, Highland, Hocking, Holmes, Huron, Jackson, Jefferson, Lake, Lawrence, Licking, Logan, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Meigs, Mercer, Miami, Monroe, Montgomery, Morgan, Morrow, Muskingum, Noble, Ottawa, Paulding, Perry, Pickaway, Pike, Portage, Preble, Putnam, Richland, Ross, Sandusky, Scioto, Seneca, Shelby, Stark, Summit, Trumbull, Tuscarawas, Union, Van Wert, Vinton, Warren, Washington, Wayne, Williams, Wood, Wyandot	200HH3655033DR	

To narrow your search results, use the Language or Plan Type Filters.

You can select one or more boxes to narrow your results.

Refine Search

Language

☐ ENGLISH

☒ SPANISH

Plan Type

☒ HMOSNP_2020

☐ HMO_2020

☐ LPPO_2020

☐ RPPO_2020

RESTART YOUR SEARCH (1 item found)

Order Wizard Search

Selections: ☒ MA-MAPD ENROLLMENT KITS ☒ 2020 ☒ OH_2020

☒ ANTHEM BLUE CROSS AND BLUE SHIELD_2020 ☒ Adams ☒ HMOSNP_2020 ☒ SPANISH

View: Icons | Table | Text Sort By: Your Item Show: 24 Page: 1

Item Description	Your Item	Order
2020 SPANISH MAPD Kit Anthem MediBlue Dual Advantage(HMO D-SNP) Max 50 SPANISH - Service Area: Adams, Allen, Ashland, Ashtabula, Athens, Auglaize, Belmont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Coshocton, Crawford, Cuyahoga, Darke, Defiance, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Gallia, Geauga, Greene, Guernsey, Hamilton, Hancock, Hardin, Harrison, Henry, Highland, Hocking, Holmes, Huron, Jackson, Jefferson, Lake, Lawrence, Licking, Logan, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Meigs, Mercer, Miami, Monroe, Montgomery, Morgan, Morrow, Muskingum, Noble, Ottawa, Paulding, Perry, Pickaway, Pike, Portage, Preble, Putnam, Richland, Ross, Sandusky, Scioto, Seneca, Shelby, Stark, Summit, Trumbull, Tuscarawas, Union, Van Wert, Vinton, Warren, Washington, Wayne, Williams, Wood, Wyandot	200HH3655033DR	

View: Icons | Table | Text Sort By: Your Item Show: 24 Page: 1

To order a material from another category or for another plan type, select “Order Wizard Search.”

RESTART YOUR SEARCH (9 items found)

Order Wizard Search

Selections: ☒ MA-MAPD ENROLLMENT KITS ☒ 2020 ☒ OH_2020

☒ ANTHEM BLUE CROSS AND BLUE SHIELD_2020 ☒ Adams

You can change your search criteria for a category of materials and/or for a county, select the drop down box, then FIND.

Quick Find

What materials are you searching for?

MA-MAPD ENROLLMENT KITS

Select Plan Year

2020

Select Plan State

OH_2020

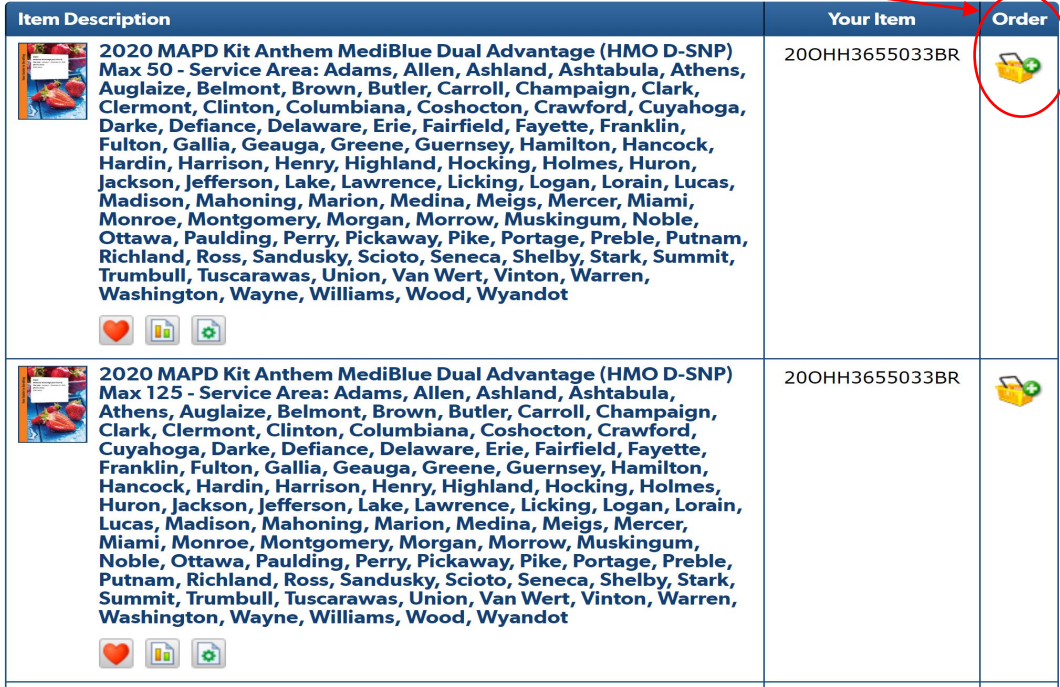
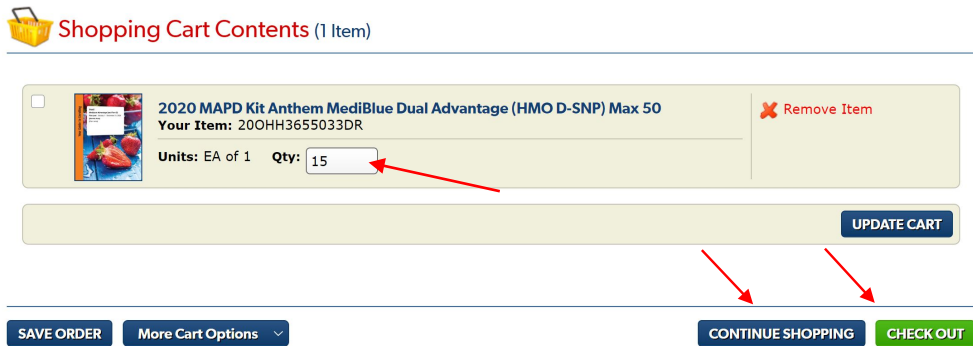
Select Brand

ANTHEM BLUE CROSS AND BLUE SHIELD_2020

Select County

Adams

FIND

Step 7	<p>To order a material, click the icon (add to cart) in the “Order” column for the “Item Description” you want to order.</p> 
Step 8	<p>VIEW CART: You will be prompted to enter the quantity desired for each item or kit. Once completed, click “Check Out.” This will prompt you to enter in a shipping address and delivery options. Once the information is filled-in, click “Next.”</p> 
Step 9	<p>Fill in all required fields in the Delivery Options screen, click “Next.”</p>
Step 10	<p>Fill in all required fields in the Order Details screen, click “Next.”</p>
Step 11	<p>Review your order, select “Submit.” You will see a confirmation screen and an email notification will be sent to you.</p>

If you need assistance with the website, contact Medicare Programs Sales Support.

California: (888) 209-7839 - All other States: (800) 633-4368